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Intellectual Property Law Group

Verizon Corporate Services Group Inc

To: U.S. Patent and Trademark Office –
Examiner: Hector A. AGDEPPA
Group Art Unit: 2642

From: Christian R. Andersen
Sr. Paralegal – Intellectual Property
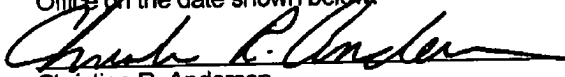
Fax: 703-872-9306

Pages with Cover: 17

FORMAL SUBMISSION OF:

1) **Petition for One Month Extension of Time; and**

2) **Amendment Pursuant to r 37 C.F.R. § 1.111.**

Title:
Serial No.
Filing Date:
First Named Inventor:
Atty. No.

SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS
09/845,486
April 03, 2001
Joshua BERS
00-4064

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

Christian R. Andersen
Christian R. Andersen

Date of Transmission: December 28, 2004

#1742 v1

Docket No.: 00-4064
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Joshua Bers, et al.

Application No.: 09/845,486

Group Art Unit: 2642

Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTS

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))
I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office to Examiner
H.A. Agdeppa, at 703-872-9306, on the date shown below.

Date: 12-28-2004

Signature: Christian Andersen

AMENDMENT PURSUANT TO 37 CFR 1.111

Dear Sir:

In response to the non-final Office Action dated September 27, 2004 (hereinafter
"Office Action"), Applicants respectfully request reconsideration of the claims for allowance
in light of the Amendment and Remarks provided below:

A complete listing of the claims begins on page 2.

Remarks begin on page 9.